



# **R e s o u r c e s**

## **APPENDIX C**

# Resources - Appendix C

## Introduction

Financial aid administrators must make sure that federal student aid programs are managed properly. This task can be made easier by:

- maintaining an up-to-date student aid reference library that includes the U.S. Department of Education's (ED's) major publications and useful non-ED publications;
- staying up to date on program information, policies, regulations, and the law, as well as being aware of changes and sharing information with all offices in the school that might be affected; and
- checking on any questionable or unclear information and asking questions before acting, which can save time and prevent liabilities.

## ED Resource Materials

The following is a list of ED resource publications. They are available from the Federal Student Aid Information Center by calling **1-800-4-FED-AID (1-800-433-3243)**.  
(The TDD toll-free number is **1-800-730-8913**.)

- *The Student Guide*. A general guide to Title IV programs, written for students and parents.
- *Funding Your Education*. Generally for the high school student audience, this publication focuses on how Title IV programs can help pay for the cost of education and provides tips on how to apply for these aid programs.
- *What's New? Direct Loans!* A general guide to

Direct Loans, written for students and parents.

- *The Federal Student Financial Aid Handbook*. A financial aid administrator's reference guide to managing Title IV programs.
- *Compilation of Student Aid Regulations*. A compilation of all the current regulations governing Title IV programs.
- *The Blue Book—Accounting, Recordkeeping, and Reporting by Postsecondary Educational Institutions for Federally Funded Student Financial Aid Programs*. A guide to proper fiscal operations procedures related to administering Title IV programs. This publication is a “must have” for all fiscal officers, and it is exceedingly helpful for financial aid administrators.
- *The Audit Guide*. A guide to preparing for and completing required audits of federal student aid operations.

ED also publishes “Dear Colleague” letters and *Federal Registers* that pertain to Title IV aid. You can access these documents over the Internet at <http://ifap.ed.gov>. You should stay current in your reading of these documents.

A good student-aid reference library includes all the ED publications described here. Many are published annually. ED sends these publications to each participating Title IV school each time the publications are updated.

Extra copies can be ordered from the Federal Student Aid Information Center (see telephone number on previous page) at no charge. The quantities that can be sent usually are limited, but a school can make photocopies if necessary.

## Electronic Services

Each part of the student aid delivery process can be done electronically, from filing a financial aid application to reporting a Federal Pell Grant payment.

- The electronic FISAP (Fiscal Operations Report and Application to Participate) is used to request and report expenditures in campus-based programs. It increases productivity and efficiency for financial aid administrators and ED by providing automatic calculation and edit features for users.
- The Recipient Data Exchange (RDE) allows schools to report large volumes of Pell recipient data using magnetic tapes or cartridges. The Floppy Disk Data Exchange allows schools with minimal automated data processing resources to report Pell disbursement data to ED.
- The services offered by ED through its Electronic Data Exchange (EDE) can significantly speed up the application, corrections, and reporting processes. EDE services are provided as a part of the Title IV Wide Area Network (TIV WAN). EDE is the service that allows schools to electronically process Title IV financial aid data. EDEExpress is a fully integrated software package developed and distributed by ED for managing those processes. There are currently four EDEExpress modules: application processing, packaging, Direct Loans, and Pell payment. The EDEExpress software is provided without charge to schools.
- ED's Default Reduction Assistance Program (DRAP) provides supplemental debt collection assistance to institutions participating in the Federal Perkins Loan program that are experiencing difficulty in collecting delinquent loans.
- SFAP information on the Office of Postsecondary Education (OPE) Home Page can also be accessed at the following Internet address:
  - The Information for Financial Aid Professionals (IFAP) web site contains financial aid resources. The address is: <http://ifap.ed.gov>.
  - The Grant Administration and Payment System (GAPS) is now used to request funds from ED. Schools must have a DUNS number, a password, and a user ID, to access GAPS over the World Wide Web.
  - The Recipient and Financial Management System (RFMS) is used to report Pell Grant disbursements. Schools submit use EDEExpress or other software to create Origination and Disbursement Records for each Pell Grant recipient.
  - The Bulk Publication Ordering System is used to order bulk copies of FAFSAs and other documents. From the IFAP web site, click along the left side of the screen on "Bulk Publication Ordering System." You'll need your OPE ID number.

## Customer Service

- **Customer Support Branch:** Answers policy and operational questions from *financialaidadministrators*. Customer Support also maintains the SFA Bulletin Board System. Customer Support staff can be reached Monday through Friday between 8 a.m. and 5 p.m. (Eastern time) at 1-800-433-7327 (toll free), or by fax at 1-202-260-4199, or at the following email address:  
csb@ed.gov
- **Federal Student Information Center:** student inquiries, requests for financial aid materials and student or financial aid administrator questions about aid application or processing, corrections to FAFSA processor errors that appear on the SAR. Call toll free at 1-800-4-FEDAID (1-800-433-3243), Monday through Friday between 9 a.m. and 8 p.m. (Eastern time). TDD 1-800-730-8913.
- Customer support “hot lines” are available for various ED systems and operations. Toll-free numbers and addresses follow, beginning below.

## Customer Service: Numbers

### Central Processing System/Direct Loan (CPS/DL) Customer Service:

**1-800-330-5947**

Email address: CPS@NCS.COM

Provides support for:

- EDEExpress software—apps/DL/packaging/SSCR/RFMS
- Pell Payment for Windows software
- EDE technical reference
- Data submitted to CPS
- Institution/agency applicant tapes

- RAD/YTD requests

### Free Application for Federal Student Aid (FAFSA) Express Customer Support

**1-800-801-0576**

Email address: CPS@NCS.COM

Provides support for:

- FAFSA Express diskette version
- FAFSA Express Web version:  
<http://www.ed.gov/offices/OPE/express.html>  
<http://www.ed.gov/money.html>

### Direct Loan (DL) Custom/Combination School Technical Support:

**1-800-756-4220**

Email address: DLTS@NCS.COM

Provides support for:

- Interpreting the Direct Loan Technical Reference
- Dealing with errors received while interfacing external system with EDEExpress
- Developing import from external add/change files
- Providing on-site support to Direct Loan schools with custom/combo systems

### Direct Loan Servicing Center:

**Borrower Services: 1-800-848-0979**

Provides support for:

- School relations
- Borrower services
- Payment center
- Collections

### Loan Origination Center

**1-800-557-7394**

**Title IV Wide Area Network (TIV WAN)  
Customer Service:**

**1-800-615-1189**

Email address: T4WAN@NCS.COM

Provides support for:

- EDconnect, NET\*CONNECT, and OPEnet software (both DOS and Windows)
- Transmission errors
- Network password changes and resets
- Enrollment and participation
- Billing and invoices
- Software and user manual distribution

**National Student Loan Data Service (NSLDS)  
Customer Service:**

**1-800-999-8219**

Provides support for:

- Small school template
- DataPrep software
- CBT (computer-based training) tutorial
- Default rate calculations
- Student Status Confirmation Reports (SSCRs)
- Data providers' monthly submission
- NSLDS online functions

**Pell Grant User Support Hotline:**

**1-202-708-9141**

Provides support for:

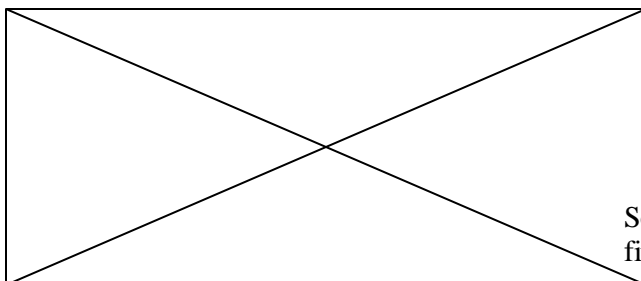
- Pell payment software DOS version
- Floppy Disk Data Exchange enrollment
- Pell Payment data batch inquiries

**Organization of the Office of the Deputy  
Assistant Secretary for Student Financial  
Assistance Programs (SFAP)**

Within ED's Office of Postsecondary Education (OPE), the Deputy Assistant Secretary for Student Financial Assistance Programs (SFAP) is responsible for administering student financial aid (SFA) programs and developing policies and procedures to meet the objectives of those programs. Chapter 1 of *The Federal Student Financial Aid Handbook* contains detailed information on SFAP's organization, including offices and telephone numbers.

- The Policy Development Division (PDD) is responsible for developing and issuing program policies and regulations. The division's main telephone number is **202-708-8242**.
- The Program Systems Service (PSS) is responsible for delivering and controlling federal funds and services authorized for SFA programs. The division's main telephone number is **202-708-7701**.
- The Training and Program Information Division (TPID) is responsible for coordinating training activities for the financial aid community and disseminating information on SFA programs to schools, the general public, and other interested groups. The division's main telephone number is **202-708-8134**.
- The Institutional Participation and Oversight Service (IPOS) is responsible for approving schools for initial participation in the Title IV programs, recertifying eligible schools for continued participation, and monitoring schools to ensure compliance with federal rules and regulations. IPOS conducts its oversight using a case management approach that provides a unified and consistent approach to monitoring. For information about initial participation, the telephone number is 202-260-3270. A listing of regional case management team telephone numbers is in Session 3.

- Incidents of Title IV fraud or suspected fraud should be reported to the Inspector General's hotline at **1-800-MIS-USED (1-800-647-8733)** or to local law enforcement officials.



- A list of ED/SFAP regional offices is on pages C-10 and C-11. The map on page C-12 shows the ten ED regions and locations of regional offices.

### Professional Associations' Technical Assistance and Training

Technical financial aid assistance is usually available to members of financial-aid-related professional associations. Some associations might also research technical and historical questions, locate helpful materials, and refer problems/questions to experienced members.

Training is usually offered to both members and non-members, the latter paying a higher registration fee. Workshop topics are selected to meet current needs and address issues within the financial aid community.

Workshops are offered on four different levels: local, state, regional, and national. Many of the national workshops are listed in ED's Training Calendar, which is published three times a year—in May, September, and January—and mailed to schools participating in Title IV programs.

In addition to training, many associations hold annual or semi-annual conferences that provide valuable opportunities to exchange information, network, and express opinions on aid-related issues.

There are several association publications that might be useful financial aid resources. These publications

are usually available, for a fee, from professional associations and national, state, and local agencies and associations. Membership in the association is sometimes required. The publications include:

- financial aid encyclopedias,
- job aids,
- self-evaluation guides, and
- newsletters or research journals.

Some major national associations related to student financial aid are listed below.

- Career College Association (CCA)  
750 First Street, NE, Suite 900  
Washington, DC 20002  
202-336-6700
- The National Association of College and University Business Officers (NACUBO) 1  
Dupont Circle, NW, Suite 500  
Washington, DC 20036  
202-861-2500
- National Association of Student Financial Aid Administrators (NASFAA) 1920 L Street, NW, Suite 200 Washington, DC 20036  
202-785-0453

### Networking

Networking is another important source of technical assistance and training. Through meeting and talking together, financial aid administrators can exchange:

- technical information,
- suggested management approaches,
- guidance for problem-solving, and
- assistance for new or inexperienced staff.

Networking opportunities are available through:

- association memberships,
- school partnerships, and
- personal and professional affiliations.

# ED/SFAP Regional Offices

| Region  | States Served  |
|---|--|
| <p>I U.S. Department of Education<br/>J.W. McCormack Post Office and Courthouse Bldg.<br/>Room 502, MS-01-0070<br/>Boston, MA 02109<br/>Telephone: 617-223-9328<br/>FAX: 617-223-4305</p> | <p>Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont</p>                     |
| <p>II U.S. Department of Education<br/>75 Park Place, 12th Floor<br/>New York, NY 10007<br/>Telephone: 212-264-4022<br/>FAX: 212-264-5025</p>   | <p>Canal Zone, New Jersey, New York, Puerto Rico, and the U.S. Virgin Islands</p>                      |
| <p>III U.S. Department of Education<br/>100 Penn East Square, Suite 511<br/>Philadelphia, PA 19104<br/>Telephone: 215-656-6422<br/>FAX: 215-656-6499</p>                                  | <p>Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, and West Virginia</p>             |
| <p>IV U.S. Department of Education<br/>61 Forsyth St., SW, Room 18T20<br/>Atlanta, GA 30303-3104<br/>Telephone: 404-562-6318<br/>FAX: 404-562-6321</p>                                    | <p>Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, and Tennessee</p> |
| <p>V U.S. Department of Education<br/>111 North Canal Street<br/>Chicago, IL 60606<br/>Telephone: 312-886-8767<br/>FAX: 312-353-2836</p>  | <p>Illinois, Indiana, Michigan, Minnesota, Ohio, and Wisconsin</p>                                     |
| <p>VI U.S. Department of Education<br/>1200 Main Tower, Room 2150, MS-06-5080<br/>Dallas, TX 75202<br/>Telephone: 214-767-3811<br/>FAX: 214-767-0336</p>                                  | <p>Arkansas, Louisiana, New Mexico, Oklahoma, and Texas</p>  |
| <p>VII U.S. Department of Education<br/>7505 Tiffany Springs Parkway<br/>Kansas City, MO 64153<br/>Telephone: 816-880-4053<br/>FAX: 816-891-0983</p>                                      | <p>Iowa, Kansas, Missouri, and Nebraska</p>  |

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| VIII | U.S. Department of Education<br>1391 North Speer Blvd., Suite 800<br>Denver, CO 80204-2512<br>Telephone: 303-844-3677<br>FAX: 303-855-5756                  | Colorado, Montana, North Dakota, South Dakota, Utah,<br>and Wyoming  |
| IX   | U.S. Department of Education<br>50 United Nations Plaza, Room 268,<br>MS-09-8080<br>San Francisco, CA 94102<br>Telephone: 415-437-8276<br>FAX: 415-437-8206 | Arizona, California, Hawaii, Nevada, American Samoa,<br>Guam, Federated States of Micronesia, the Marianas,<br>Republic of Palau, and Republic of the Marshall Islands |
| X    | U.S. Department of Education<br>1000 Second Avenue, Suite 1200<br>Seattle, WA 98104<br>Telephone: 206-287-9078<br>FAX: 206-553-0799                         | Alaska, Idaho, Oregon, and Washington  |